

## **Ombudsman**

About the Education Achievement Authority: Under the new leadership of the Chancellor, the EAA is committed to being a system of high-performing schools and not a school system. We believe that ALL of our students can and will achieve. We are always looking at ways to improve while enhancing the great work that our teachers, leaders and support staff do on a daily basis. Join our team!

Currently, the EAA runs fifteen schools of which twelve are direct-run and three are operated by a charter.

JOB TITLE: Ombudsman

REPORTS TO: General Counsel

Summary of Position:

The Ombudsman will be an advocate for fairness at the Education Achievement Authority, serving as an independent intermediary between the EAA and its constituents. The Ombudsman will also be responsible for ensuring that internal policies and procedures are being followed consistently throughout the organization, serving to strengthen and improve the EAA's managerial, technical, and professional capacities. The Ombudsman will maintain neutrality and confidentiality and must have expert communication and conflict resolution skills.

Minimum Qualifications:

- A professional background demonstrating superior management ability as well as accounting skills
- A clear understanding of performance management and monitoring systems, and the required outputs
- A sound understanding of auditing
- Expert problem-solving and conflict mediation skills; sensitivity to diversity and how decisions will impact all parties involved
- Outstanding communication skills and the ability to explain and articulate complex concepts
- Knowledge of the issues and practices within a school a system; previous experience in education strongly preferred
- Exceptional interpersonal skills, with the ability to develop productive working relationships across a wide variety of individuals and groups, both internally and externally
- Bachelor's degree required; Master's preferred

Responsibilities and Essential Functions:

The Ombudsman will be a neutral arbiter called upon to address, resolve, and mediate grievances. He or she will primarily answer to the constituents of the EAA, considering complaints and, where appropriate, taking informal and formal actions to settle them. In addition, the Ombudsman will work to maintain the integrity of the EAA, working with internal staff to audit, evaluate, and ensure that resources are being used properly on behalf of the EAA's constituents. The person filling this position will:

- Remain independent, neutral and impartial
- Provide impartial and confidential consultation to constituents who are aggrieved or concerned about an issue
- Provide assistance to inquirers by clarifying issues and generating options for resolution
- Conduct appropriate informal fact-finding in order to better understand an issue from all perspectives, while maintaining confidentiality
- Consult with managers/faculty to develop cooperative strategies for complaint resolution and develop a mutually-satisfactory process
- Serve as a resource for EAA staff in formulating or modifying policy and procedures
- Review the patterns of grievances periodically. Make appropriate recommendations for policies or practices that would reduce or eliminate recurring grievances
- Function as a sensor within the EAA to identify problems or trends that affect the entire district or significant parts of the community; recommend creative ways to address these concerns
- Provide early warning of new areas of organizational concern and make change recommendations
- Provide impartial and confidential consultation to EAA staff who are aggrieved or concerned about an issue
- Conduct audits, evaluations, and investigations to assess the economy, efficiency, effectiveness, and accountability of public resources
- Enhance the overall level of performance of the EAA by continuous improvement

Filing Deadline: Posted until filled

Salary: Commensurate with experience

Length of work year: Twelve (12) Months

Effective Date: September 1, 2014

Method of Application: All interested candidates should submit a current resume via e-mail to:

[eaajobs@eaaofmichigan.org](mailto:eaajobs@eaaofmichigan.org)

**The Education Achievement Authority does not discriminate against, deny benefits to or exclude participation by any person in its programs, activities or employment on the basis of age, race, sex, color, national origin, creed, religion or handicap.**